

ABSTRACT OF THE DISCLOSURE

A telephone or other communications device may be identified by a telephone number based on a home area (e.g., "NPA" or area code). When a caller is traveling with a cellular telephone, for example, the caller may call an information assistance service to provide
5 information about the place being visited. Based on the location of the originating switch, the call may be routed to the call center closest to the caller. Sometimes, the call is first routed to a call center closest to the phone's home area. In this case, the call center receives from the signaling stream associated with the call a caller location identifier or an originating switch identifier, which identifies the caller's location or vicinity. If another call center is closer to the
10 caller than the first call center, the first call center reroutes the call to that closer call center. The invention allows an information assistance call to be routed to a call center closest to a caller's location rather than to the call center closest to the home area. This may be advantageous when a caller is traveling and wants to have an operator local to the caller's location handle the call.